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Subject:

FW: Please Put In Record

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Federal Communications Commission
Office of the Secretary

From: Charley Kline

Sent: Thursday, January 22, 2015 3:26 PM

To: Sharon Bowers

Cc: Sagar Doshi; Tom Wheeler; David Grossman; 'Edith Ramirez'; Matthew Gold

Subject: My complaint with AT&T regarding refusal to allow tethering on a 3GB limited data plan and net neutrality

Sharon,

I haven't heard back from you so on my complaint with AT&T (see <https://consumercomplaints.fcc.gov/hc/en-us/requests/50625>).

So I wanted to fill you in with the latest on my complaint about AT&T and net neutrality. As you know, my wife has a 3 GB data plan on AT&T. They decided that she can't tether her tablet or PC on that plan because they require a 5 GB plan.

Since you filed the complaint with AT&T, I have received a call and letters from AT&T where they basically say that this is their policy. From the letter dated January 8, 2015, "Mr. Kline was advised the tethering feature currently isn't available on the 3GB data plans. The tethering feature is available on the 5GB plan."

I am asking you to inform AT&T that this policy is just plain unacceptable to the FCC as it is clearly a violation of any rational concept of net neutrality.

AT&T should not be allowed to tell me how I can use my data plan. It is not their business whether I am looking at a website, sending email, online banking, watching a YouTube or other video or tethering my tablet. I pay for the data that I use and AT&T should have no rights to tell me how I may use that data.

As you are aware, a number of years ago, Verizon was forced by the FCC to pay a large fine because they were limiting tethering on their data plans. See: <http://www.fcc.gov/document/verizon-wireless-pay-125-million-settle-investigation>

I think Chairman Wheeler needs to get involved here and force AT&T to live up to the generally accepted ideas on Net Neutrality. If they won't, he should file an action in the same way that the FCC did with Verizon.

I have copied my congress person (Anna Eshoo) as well at the head of the FTC and the others I have dealt with at the FCC and the FTC. Hopefully, one of you can get the telecommunications industry to understand what net neutrality means.

Please let me know how you wish to proceed on this matter.

Sincerely,

Charles Kline

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